

FIG. 1

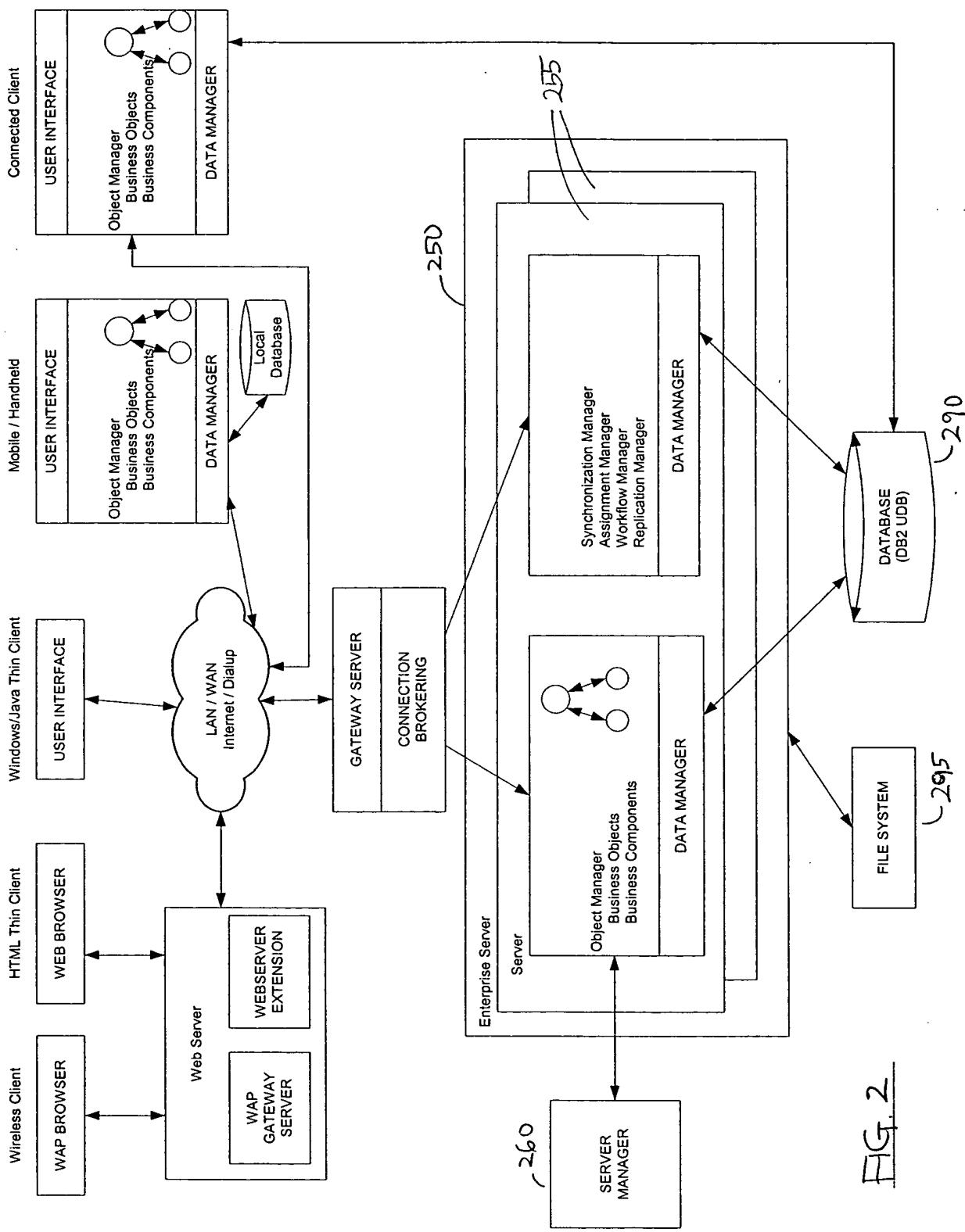


FIG. 2

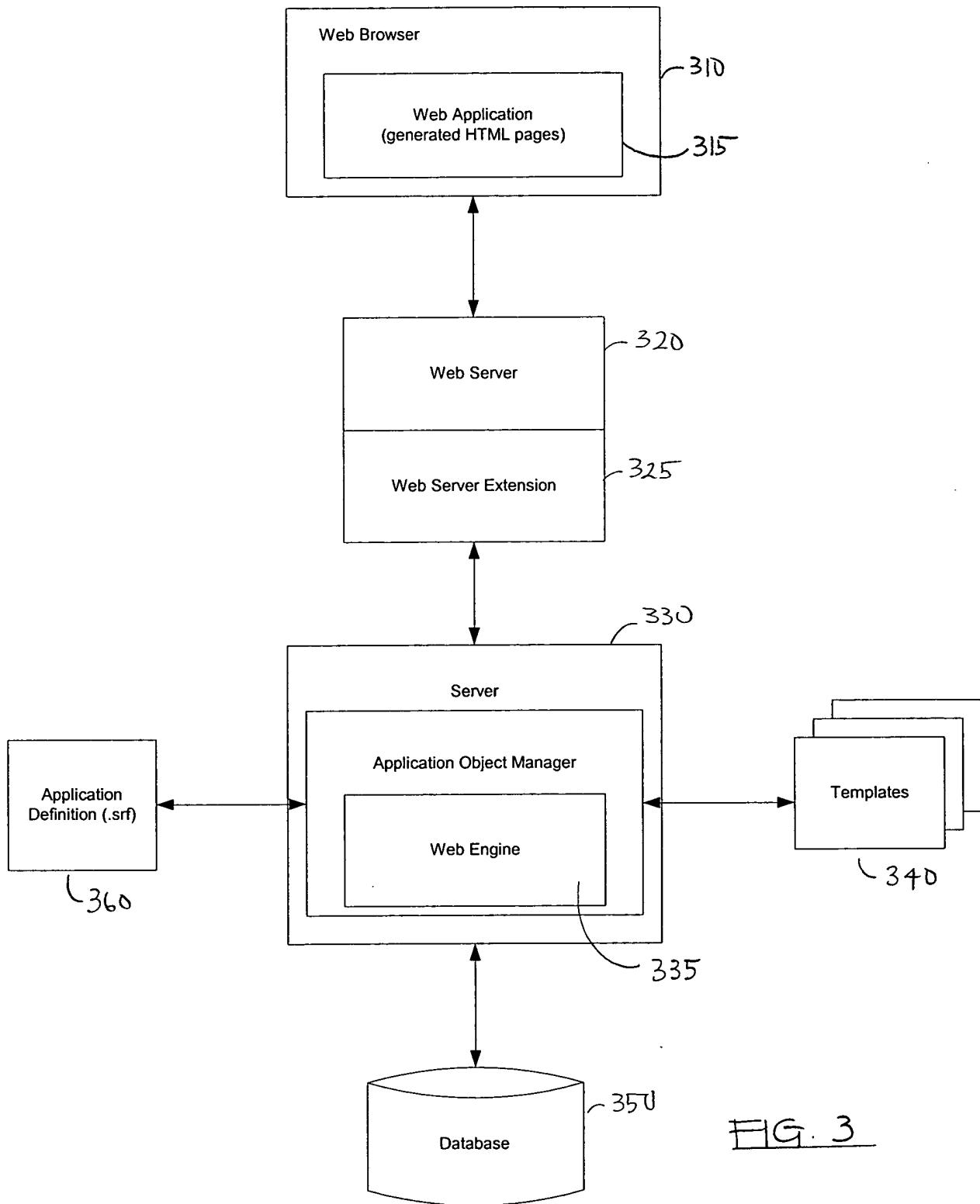


FIG. 3

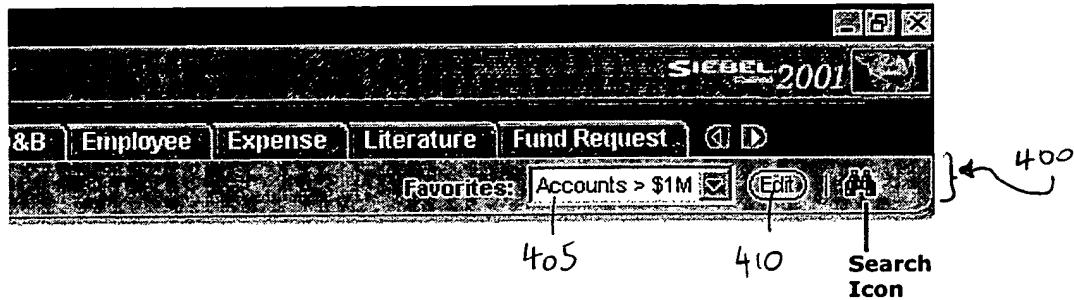


FIG. 4

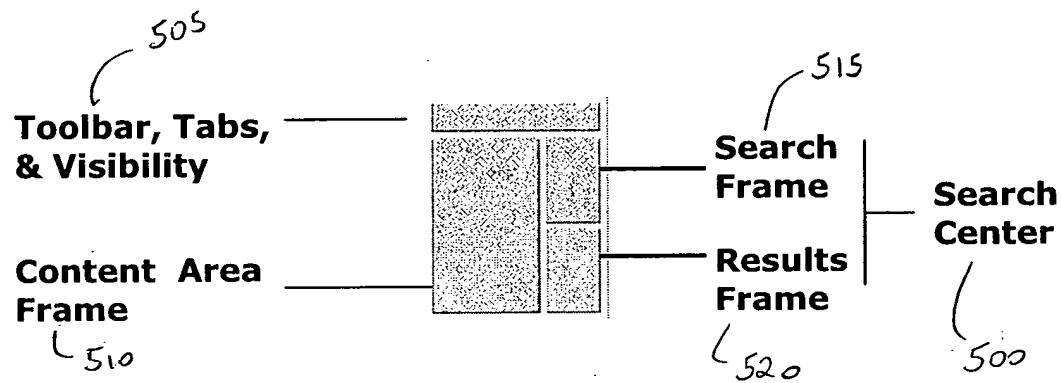
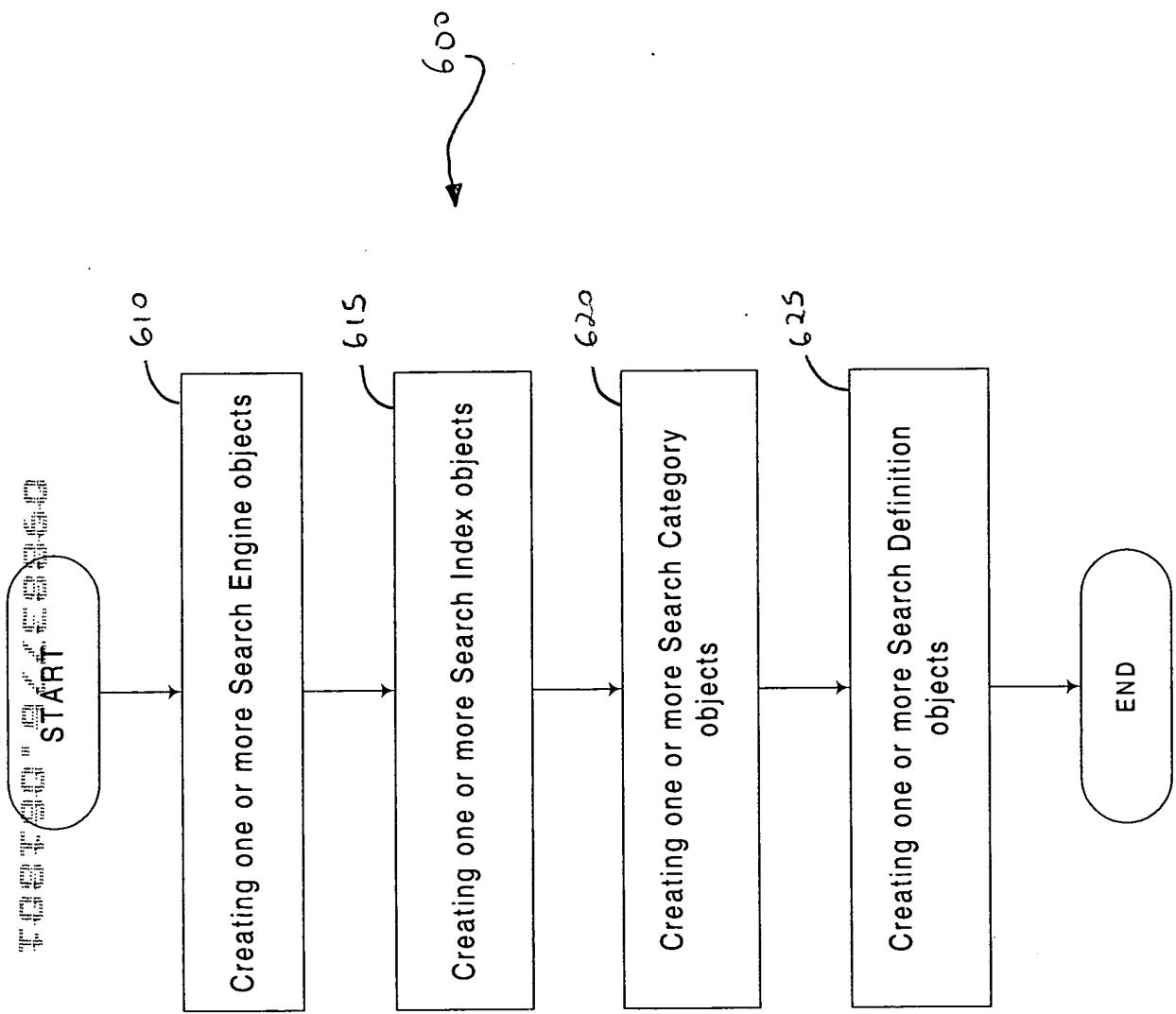


FIG. 5

FIG. 6



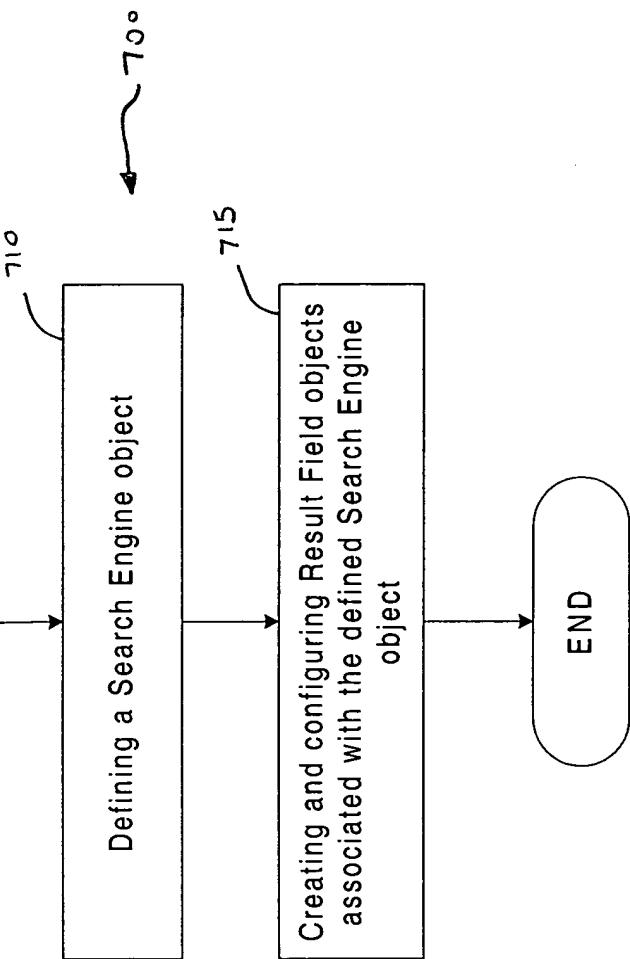


FIG. 7

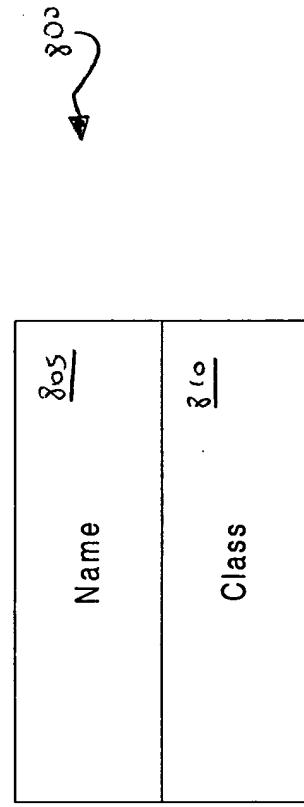


FIG. 8

FIG. 9

Column Name	<u>q05</u>
Create Column Flag (Optional)	<u>q10</u>
Data Type (Optional)	<u>q15</u>
Index Mode (Optional)	<u>q20</u>
Name	<u>q25</u>
Text Length (Optional)	<u>q30</u>
Type	<u>q35</u>



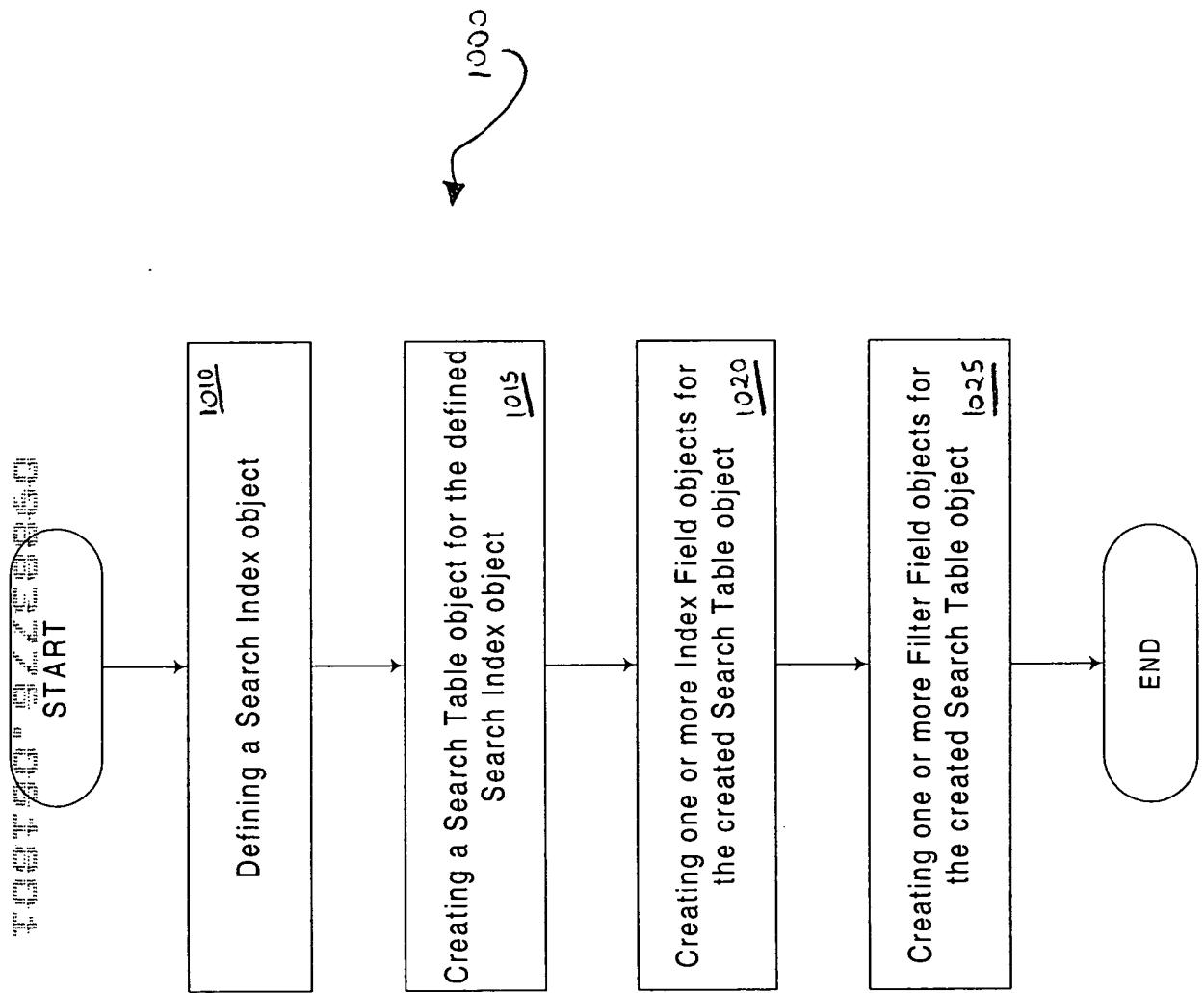


FIG. 10

Diagram illustrating FIG. 11. Two tables are shown, each with a row labeled with its name. Arrows point from the table names to their corresponding rows.

<u>1105</u>	Name
<u>1110</u>	Index Business Component
<u>1115</u>	Database Table Flag

FIG. 11

Diagram illustrating FIG. 12. Two tables are shown, each with a row labeled with its name. Arrows point from the table names to their corresponding rows.

<u>1205</u>	Table Name
<u>1210</u>	Engine

FIG. 12

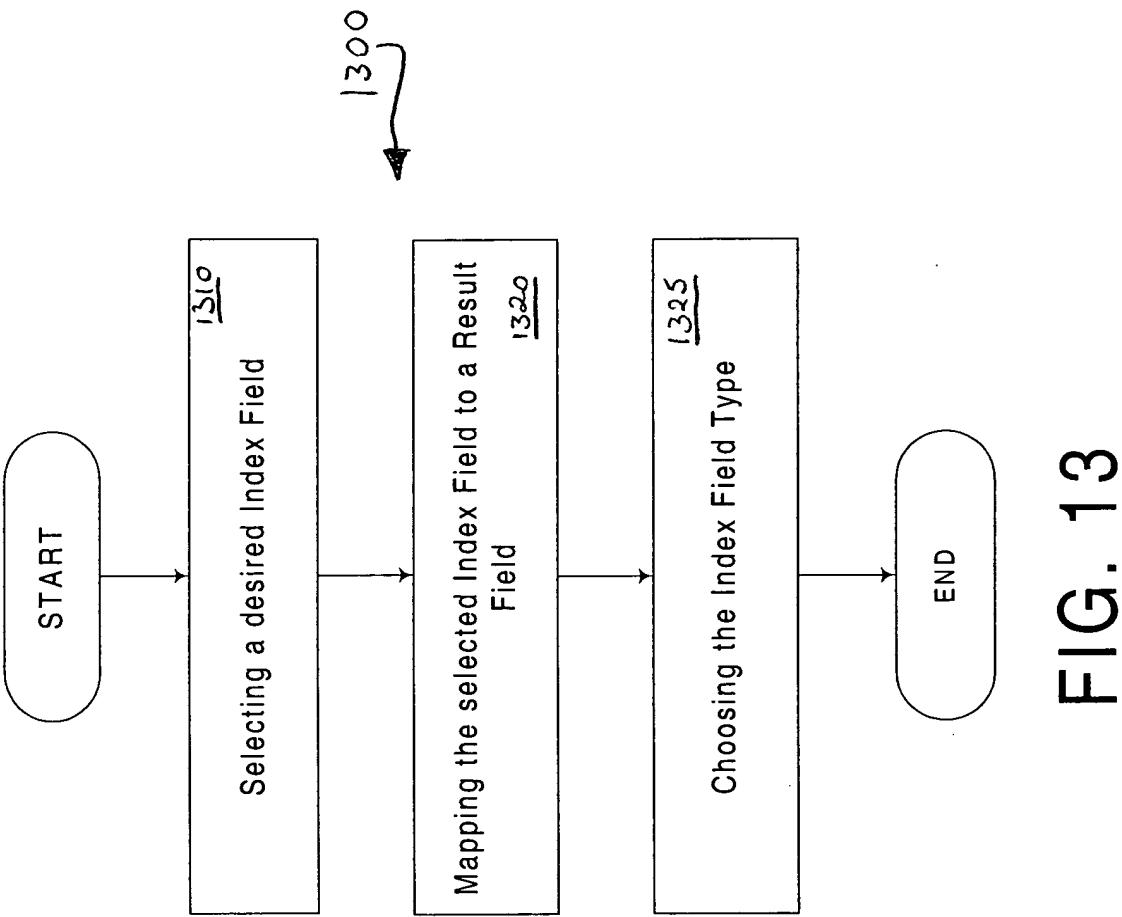


FIG. 13

<u>1410</u>	Business Component Field
<u>1415</u>	Result Field (Optional)
<u>1420</u>	Index Field Type (Optional)
<u>1425</u>	Sequence

FIG. 14A

<u>1455</u>	Name
<u>1460</u>	Column Name
<u>1465</u>	Data Type (Optional)
<u>1470</u>	Index Mode (Optional)
<u>1475</u>	Sequence
<u>1480</u>	Text Length (Optional)

1450

1400

FIG. 14B

1500 1510 1515 1520 1525

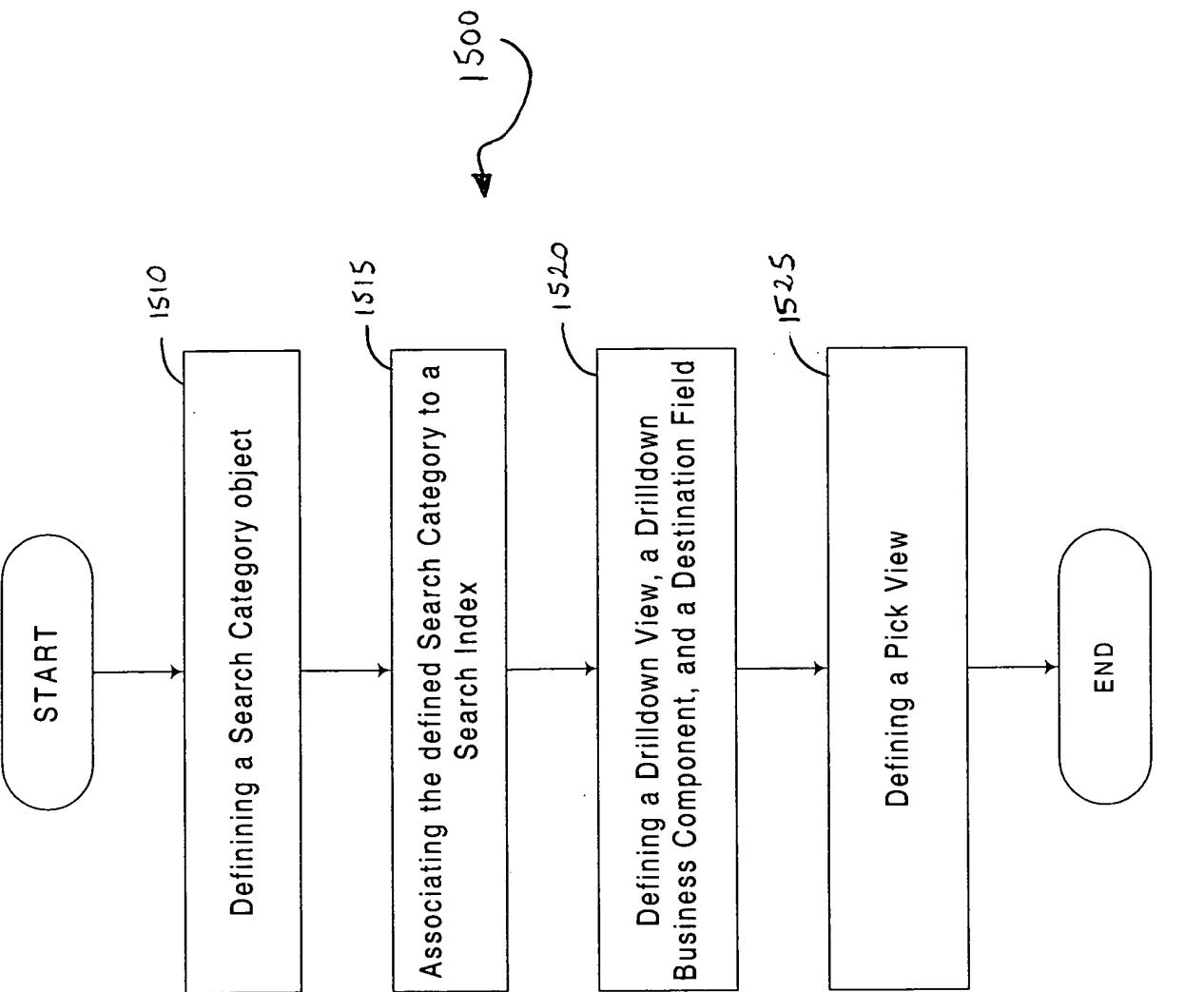


FIG. 15

<u>Name</u>	<u>1605</u>
<u>Search Index</u>	<u>1610</u>
<u>Drilldown Business Component (Optional)</u>	<u>1615</u>
<u>Drilldown View (Optional)</u>	<u>1620</u>
<u>Result Identifier (Optional)</u>	<u>1625</u>

1600



FIG. 16

Java™ Programming Language
Java™ Platform, Standard Edition
Java™ Platform, Enterprise Edition

Applet	<u>1705</u>
View	<u>1710</u>
Name	<u>1715</u>
Destination Field (Optional)	<u>1720</u>

1700

FIG. 17

Digitized by srujanika@gmail.com

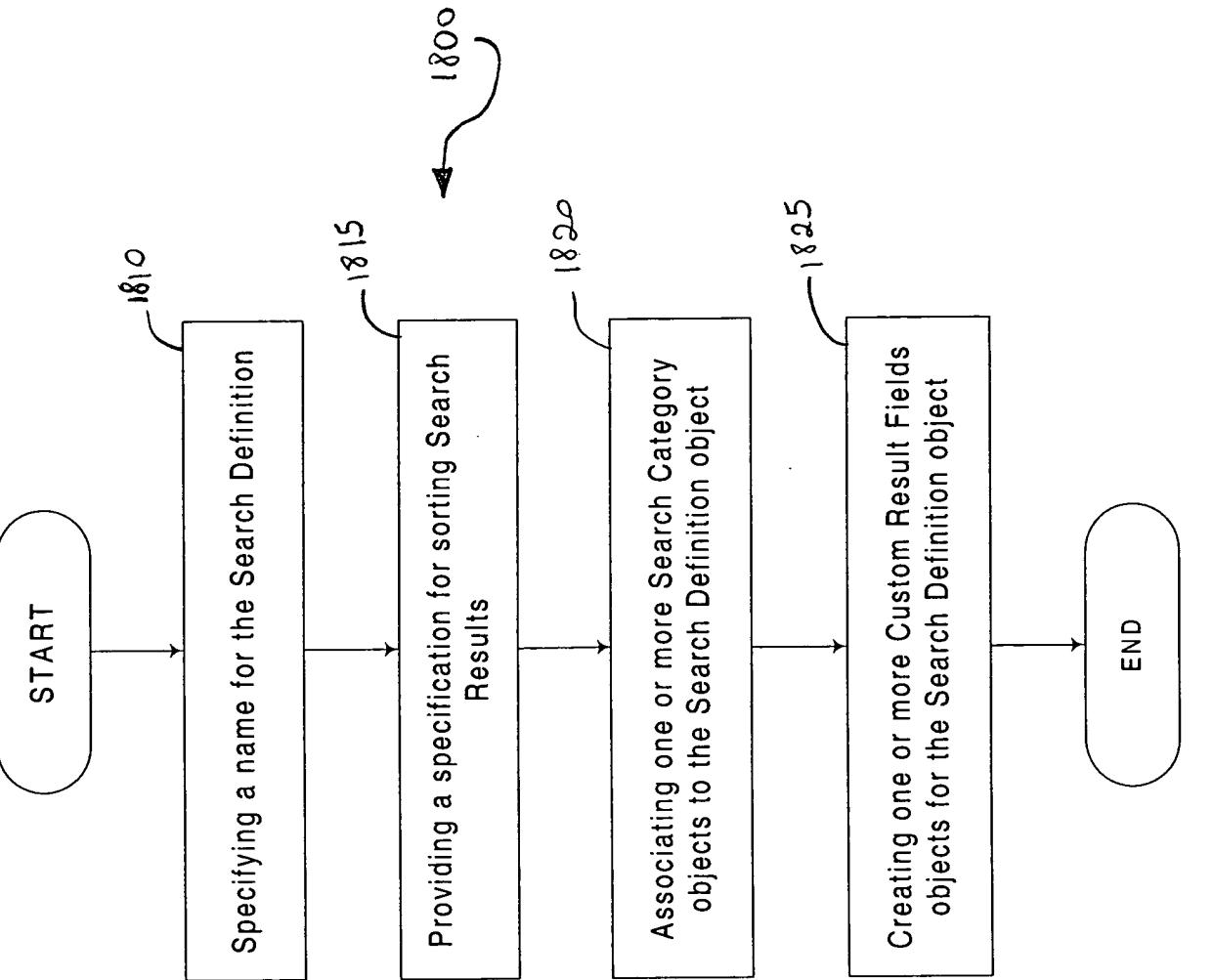


FIG. 18

FIG. 19

Name	<u>105</u>
Display Name	<u>110</u>
Filter Search Specification (Optional)	<u>115</u> 1900
Use Filtered Search (Optional)	<u>120</u>
Sequence (Optional)	<u>125</u>

FIG. 20

<u>Display Name</u> <small>(Optional)</small>	<u>2005</u>
<u>Display Format</u> <small>(Optional)</small>	<u>2010</u>
<u>Name</u>	<u>2015</u>
<u>Scaling Factor</u> <small>(Optional)</small>	<u>2020</u>
<u>Sequence</u>	<u>2025</u>
<u>Text Alignment</u> <small>(Optional)</small>	<u>2030</u>
<u>Use in Search</u> <small>(Optional)</small>	<u>2035</u>
<u>Visible</u> <small>(Optional)</small>	<u>2040</u>
<u>Width</u> <small>(Optional)</small>	<u>2045</u>

2000
↓

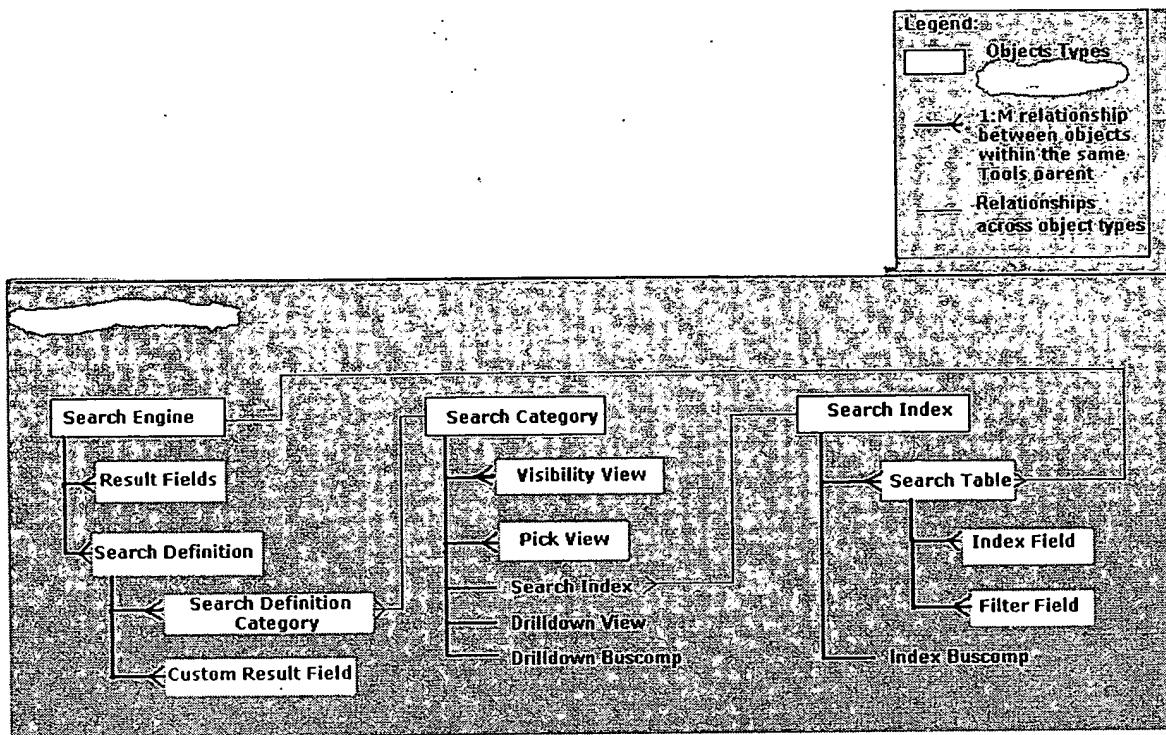
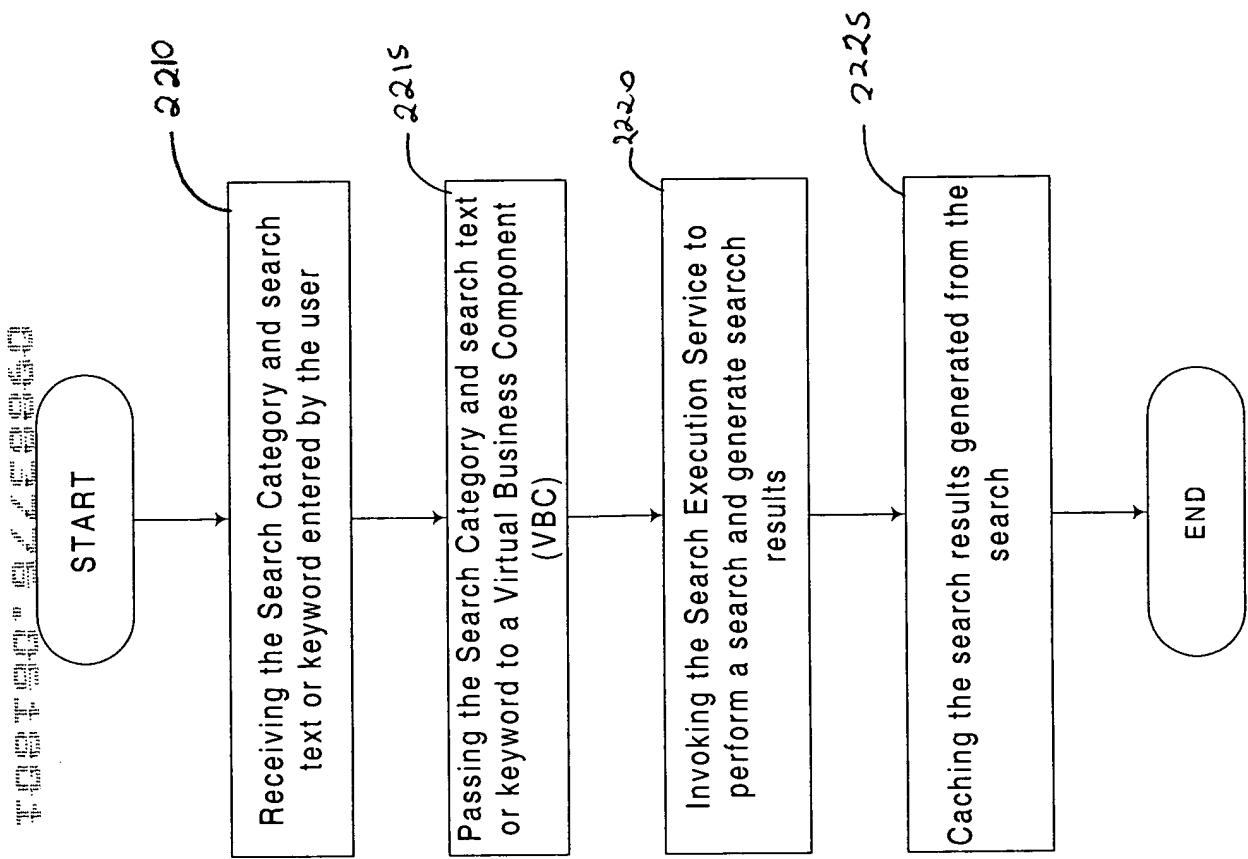


FIG. 21

FIG. 22



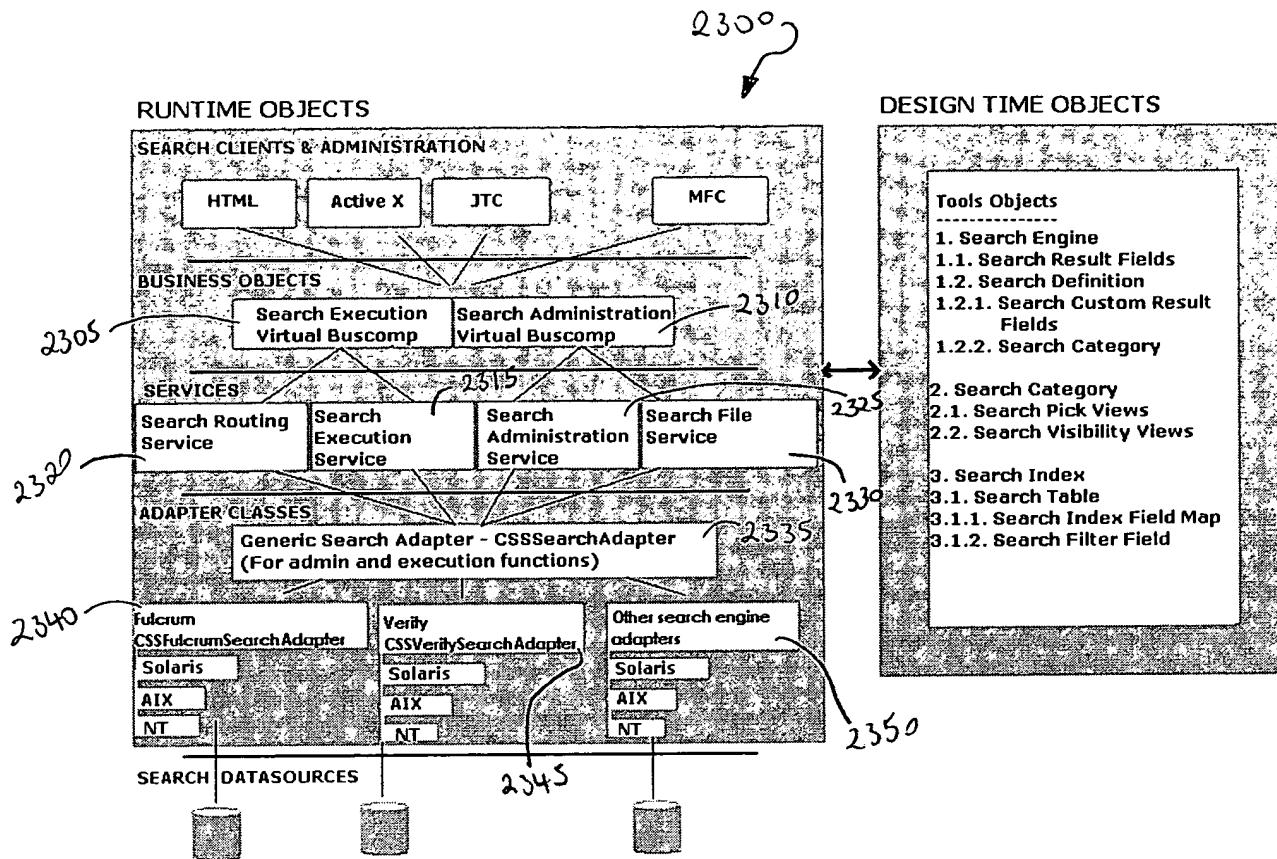


FIG. 23

Search

Close Button

Look for: 2410

All Employees 2405

Last Name:	Gorman 2415A
First Name:	Richard 2415B
Division:	2415C
	2415D
	515
	2415E

Search 2420A | Save 2420B | Reset 2420C | Help

FIG. 24

Search

Look for: 2505

- <-- Service Request
- All Accounts
- All Contacts
- All Employees
- All Opportunities
- All Products
- Decision Issues
- Literature
- Resolution Documents
- Solutions
- Advanced Search

2500

2510

FIG. 25

2625

Siebel Service 7.0

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Fund Requests

File View Help Show My Service Requests

Service > My Service Requests > Activity Plans

Service Request

SR #: [] Last Name: [Select] Date Opened: [] 2615

Reference: [] First Name: [] Commit Time: [] 2405

Account: [Select] Primary Phone #: []

Site: [Select] Email: []

Activity Plans

New | 1 to 3 of 3

Name	Summary	Date Opened
Hard Drive Failure	24-234B, Hard Drive Failure	05/01/2000
Server Service Process	2-1CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

Activities

New | 1 to 3 of 3

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:12
In Queue 0:00:14 Calls in Queue 23 Agent 1 of 12 Item 1 of 2

2605

2610

2620

FIG. 26

2615

The screenshot shows the Siebel Service 7.0 application window. At the top, there's a menu bar with File, View, Help, and a toolbar with icons for New, Edit, etc. Below the toolbar, a navigation bar includes Service, Activities, Category, Contacts, Correspondence, Decision Issues, D&B, Employee, Expense, Literature, Fund Request, and Favorites. The main area has a title 'Service > My Service Requests > Activity Plans'. On the left, a 'Service Request' panel shows fields for SR#, Reference, Account, Site, Last Name, First Name, Primary Phone #, Email, Date Opened, Commit Time, and Source. Below it, a 'Activities' panel lists three items: 'Hard Drive Failure' (Type: Problem, Summary: 24-2348, Hard Drive Failure, Date Opened: 05/10/2000), 'Server Service Process' (Type: Problem, Summary: 2-1CU, Server Service Process, Date Opened: 05/29/2000), and 'Tech Support Call' (Type: Problem, Summary: 24-234A, Tech Support Call, Date Opened: 07/08/2000). At the bottom, a status bar shows '00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 22 Aban 1 of 12 In Queue 00:14 Item 1 of 2'.

2705

2715

2725

2730

The search results page shows a 'Look for' dropdown set to 'Advanced Search' and a 'Keywords' input field containing '2720 hard drive'. Below are several search filters: Solutions, Service Requests, Literature, and Activities, all of which are checked. The results table shows 1 to 6 of 12 items, with columns for Type, Summary, and Date Opened. The results listed are: Literature (Report for WD-26001 Hard D, 21 CU Server Service Process, 50241 WD-26001 Hard Drive), Service Request (24-234B, Tech Support Call, 24-234A, Tech Support Call), and Solution (2-1 CU Server Service Process).

FIG. 27

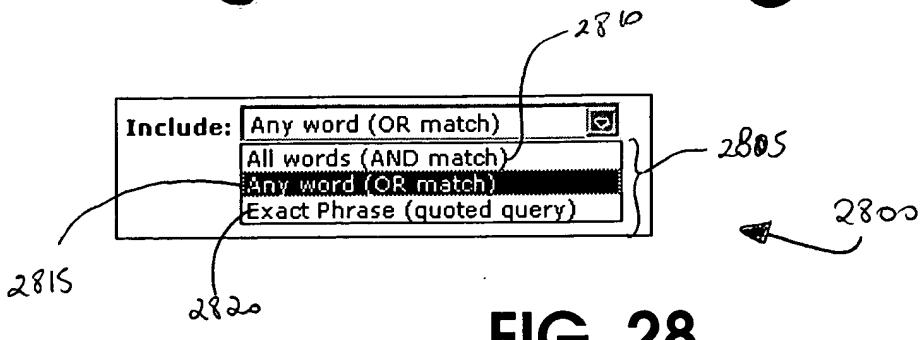


FIG. 28

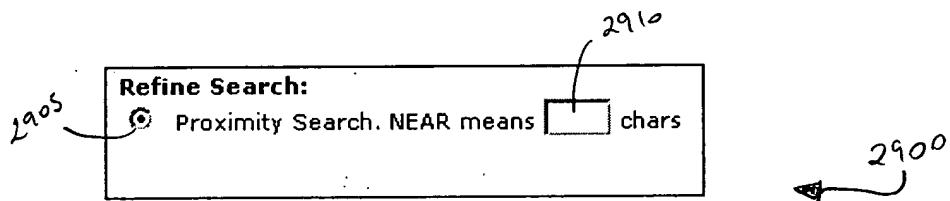


FIG. 29

3005

3010

3000

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Auction Item	Auction Item Detail	FUL_AUCT	✓		205 Records Indexed 0 Records Not Indexed	<input type="checkbox"/>
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	<input type="checkbox"/>
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Indexed	<input type="checkbox"/>
Document		FUL_EXTDOC	✓	VSMQALIN142ID1\med\search_docs	5 Records Indexed 4 Records Not Indexed	<input type="checkbox"/>
Literature	Sales Tool	FUL_LIT	✓		173 Records Indexed 0 Records Not Indexed	<input type="checkbox"/>
Product	Internal Product	FUL_PROD	✓		8 Records Indexed 8 Records Not Indexed	<input type="checkbox"/>
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓			<input type="checkbox"/>

FIG. 30

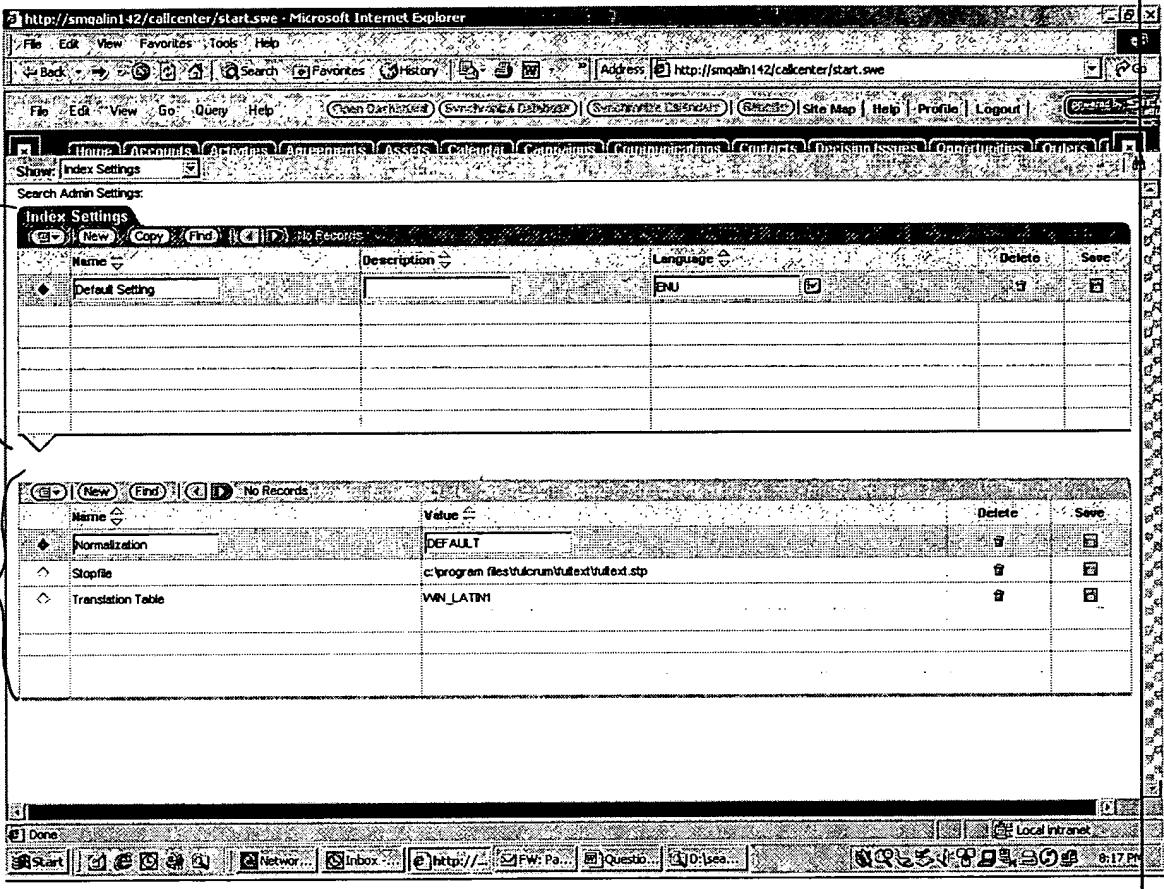


FIG. 31

320°

Search Settings:

Name	Description	Language	Default	Delete	Save
Advanced Setting (English)		ENU	<input checked="" type="checkbox"/>	<input type="button" value="Delete"/>	<input type="button" value="Save"/>

Setting Properties:

Name	Value	Delete	Save
Character Set	IWN-LATIN1	<input type="button" value="Delete"/>	<input type="button" value="Save"/>
Max Search Rows	500	<input type="button" value="Delete"/>	<input type="button" value="Save"/>
Normalization	DEFAULT	<input type="button" value="Delete"/>	<input type="button" value="Save"/>
Proximity Search	80	<input type="button" value="Delete"/>	<input type="button" value="Save"/>
Relevance Method	24	<input type="button" value="Delete"/>	<input type="button" value="Save"/>
Search Term Separator	OR	<input type="button" value="Delete"/>	<input type="button" value="Save"/>

FIG. 32

3.300

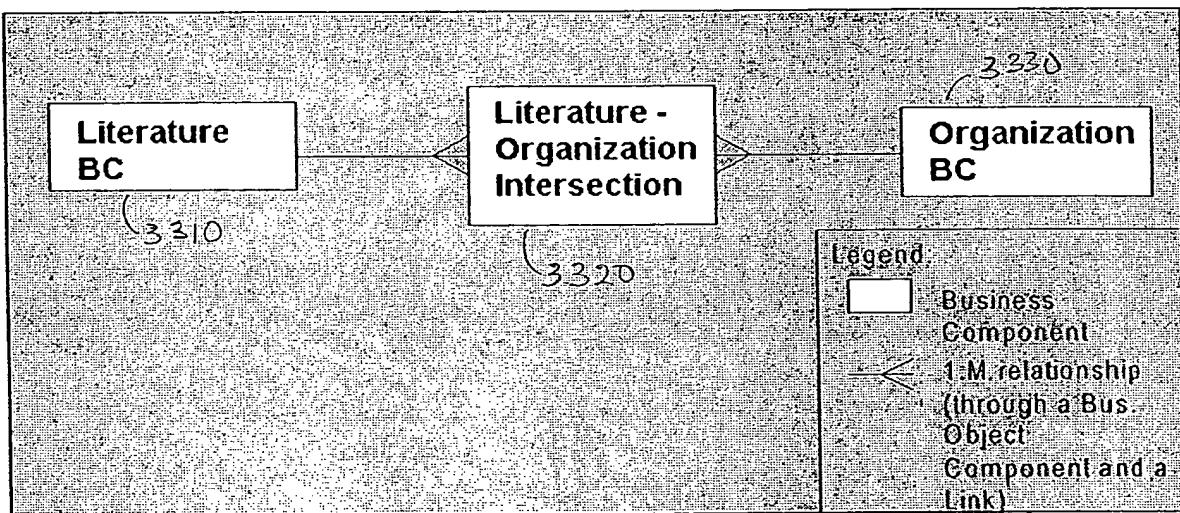
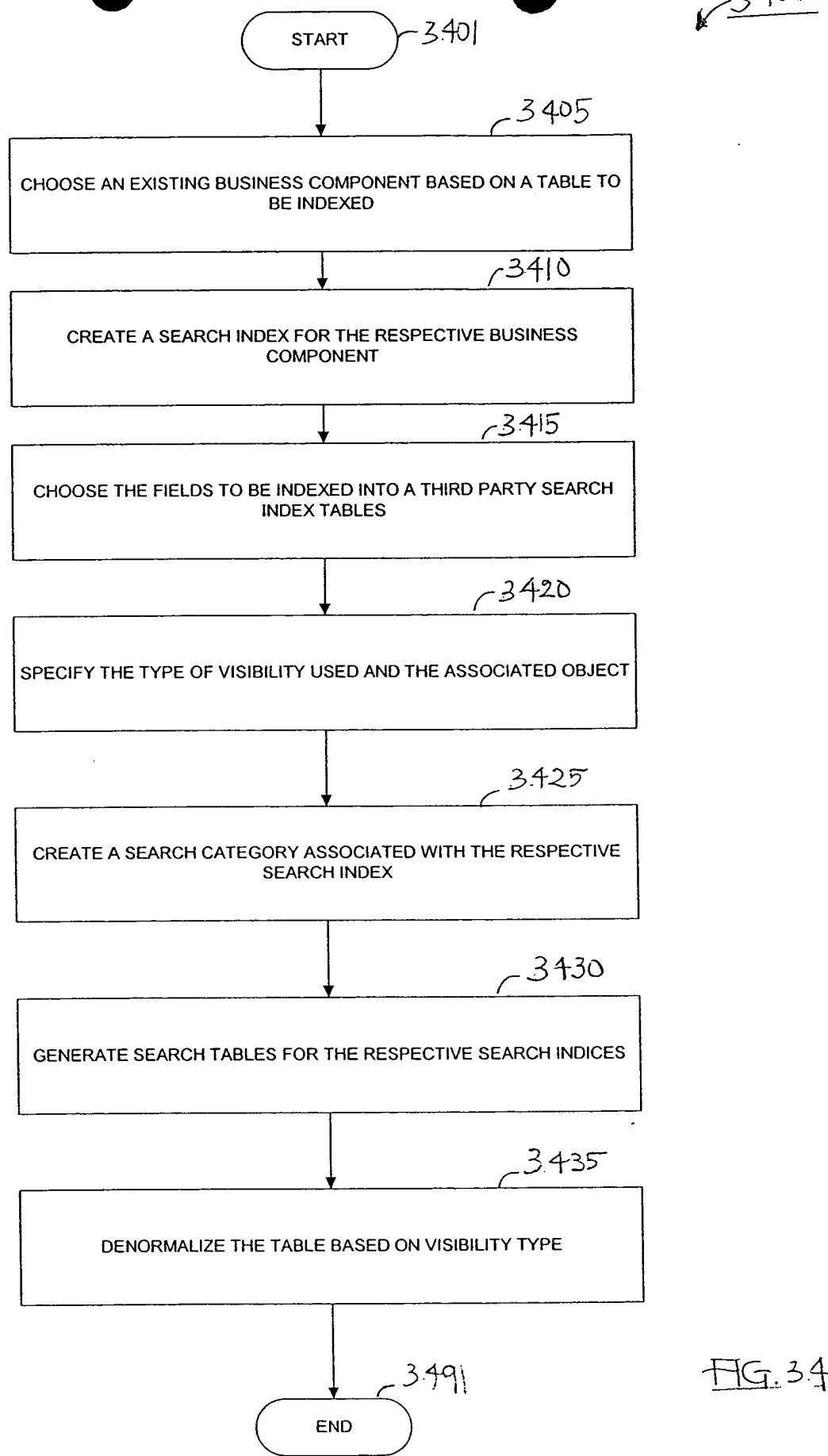


FIG. 33

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100



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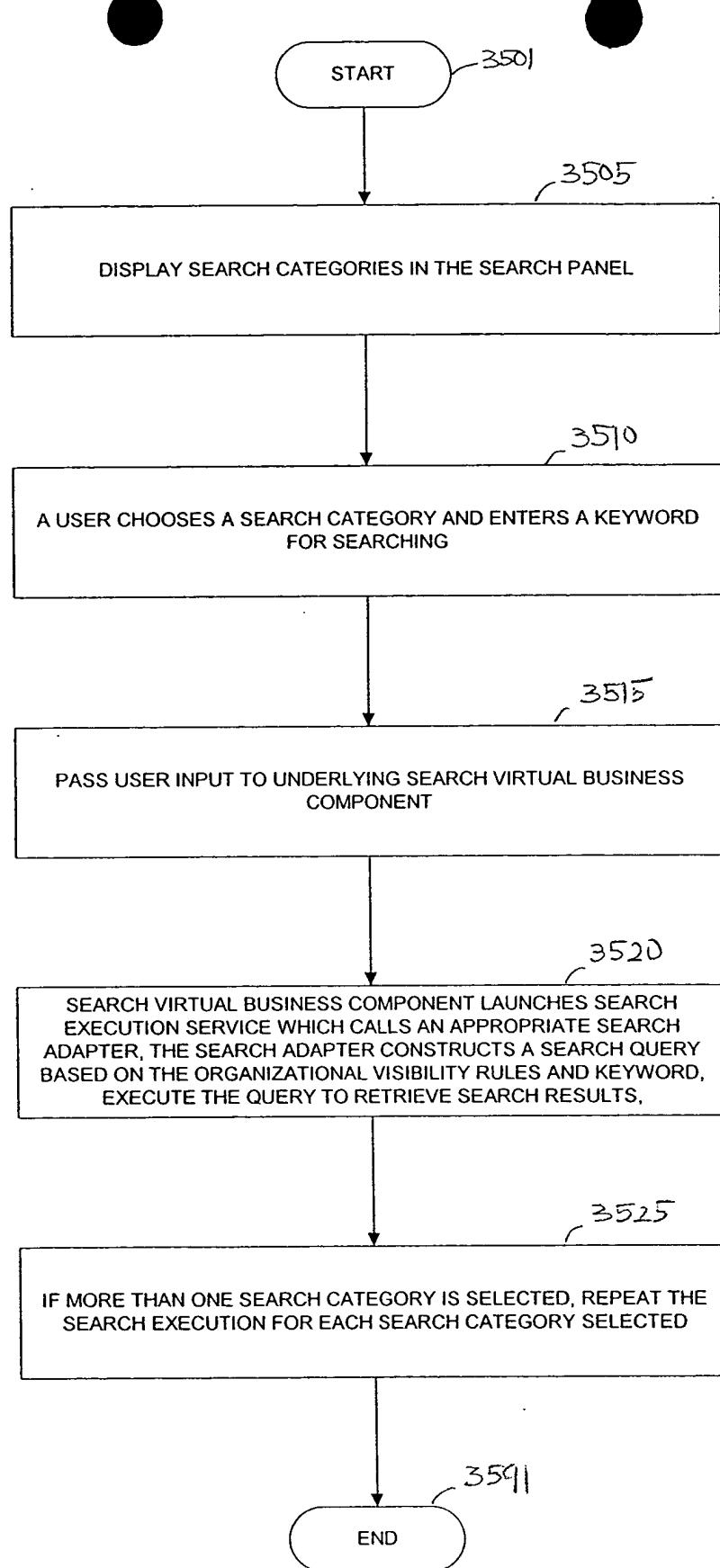


FIG. 35

3600

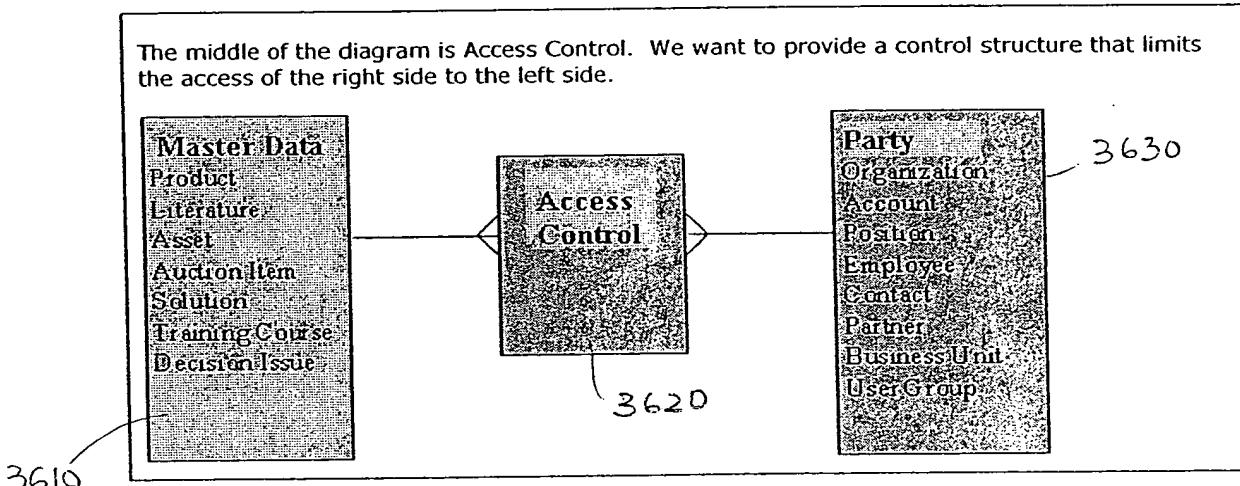


FIG. 36

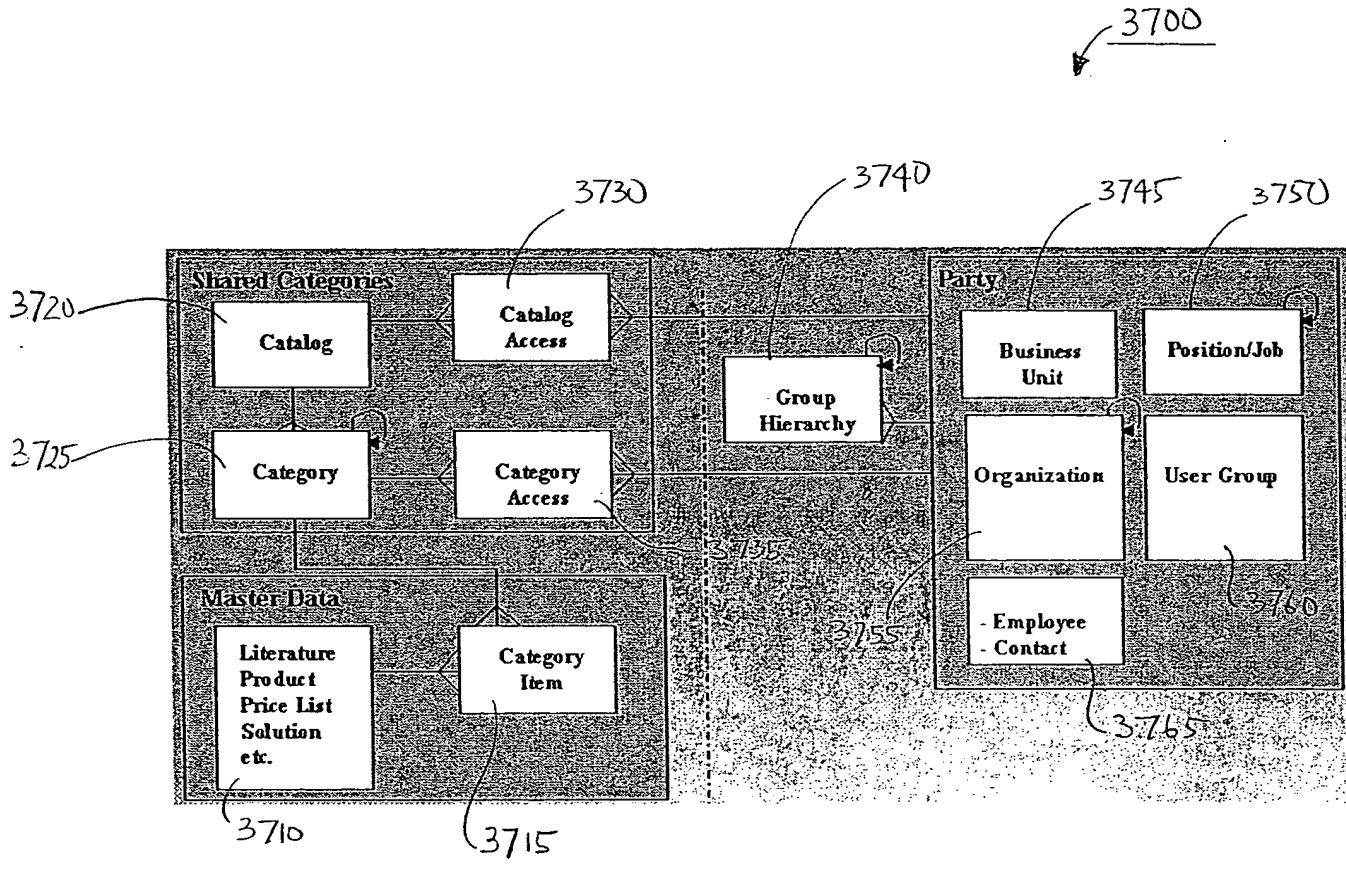


FIG. 37

3800

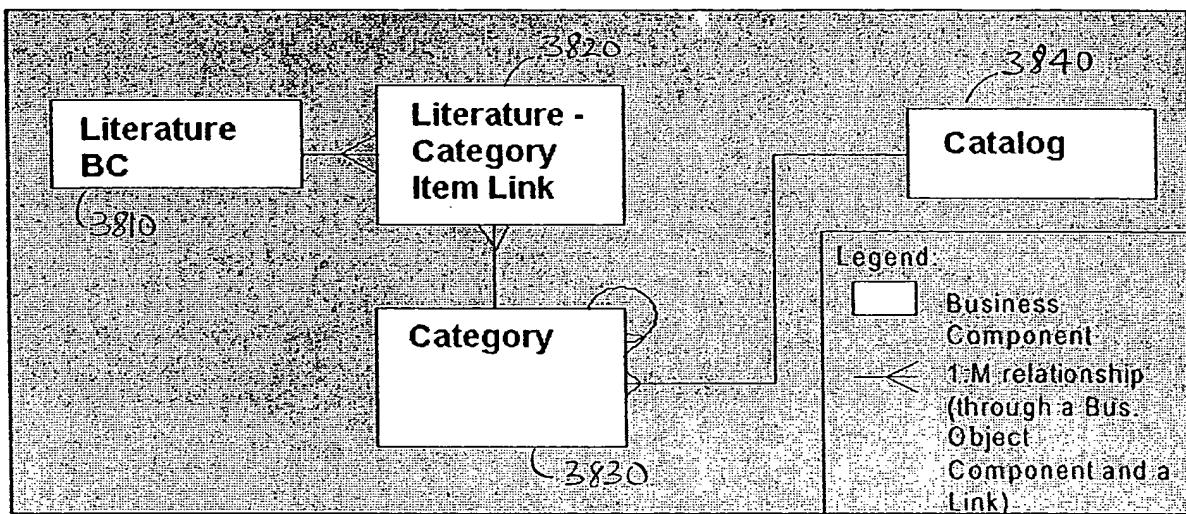


FIG. 38

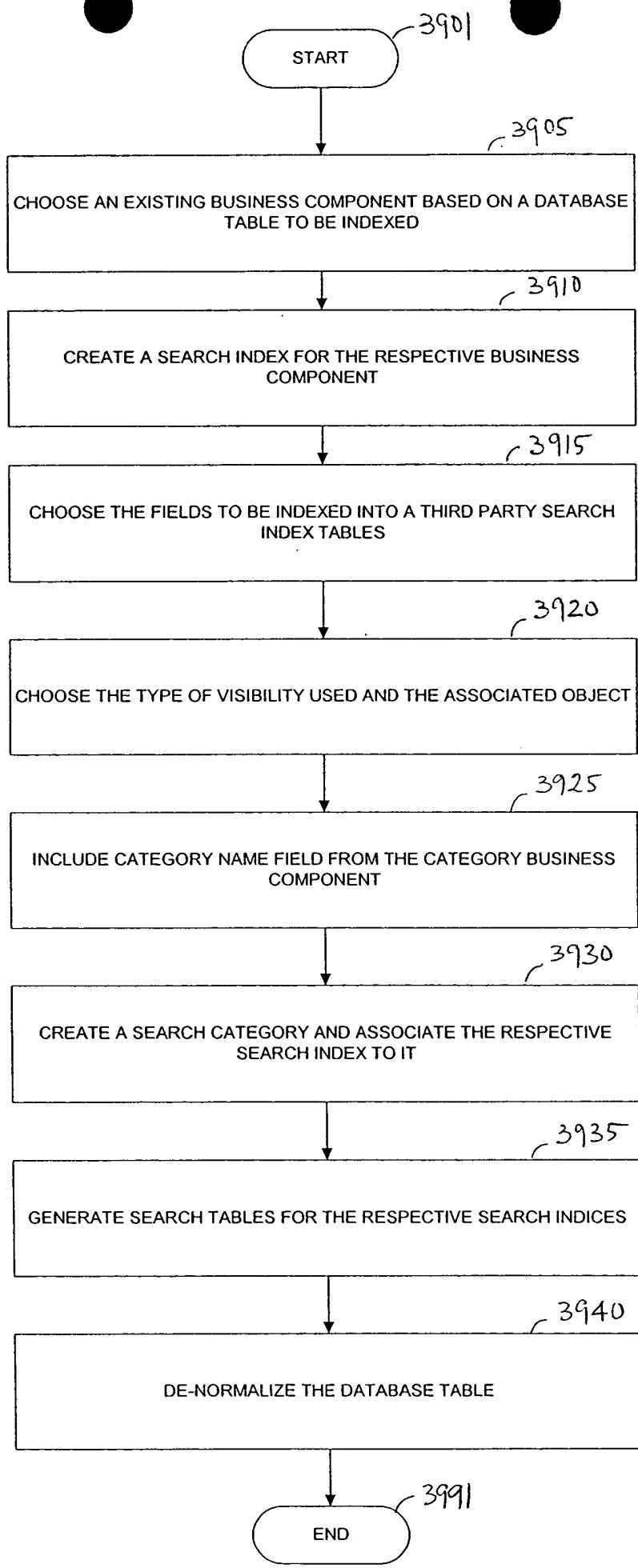


FIG. 39

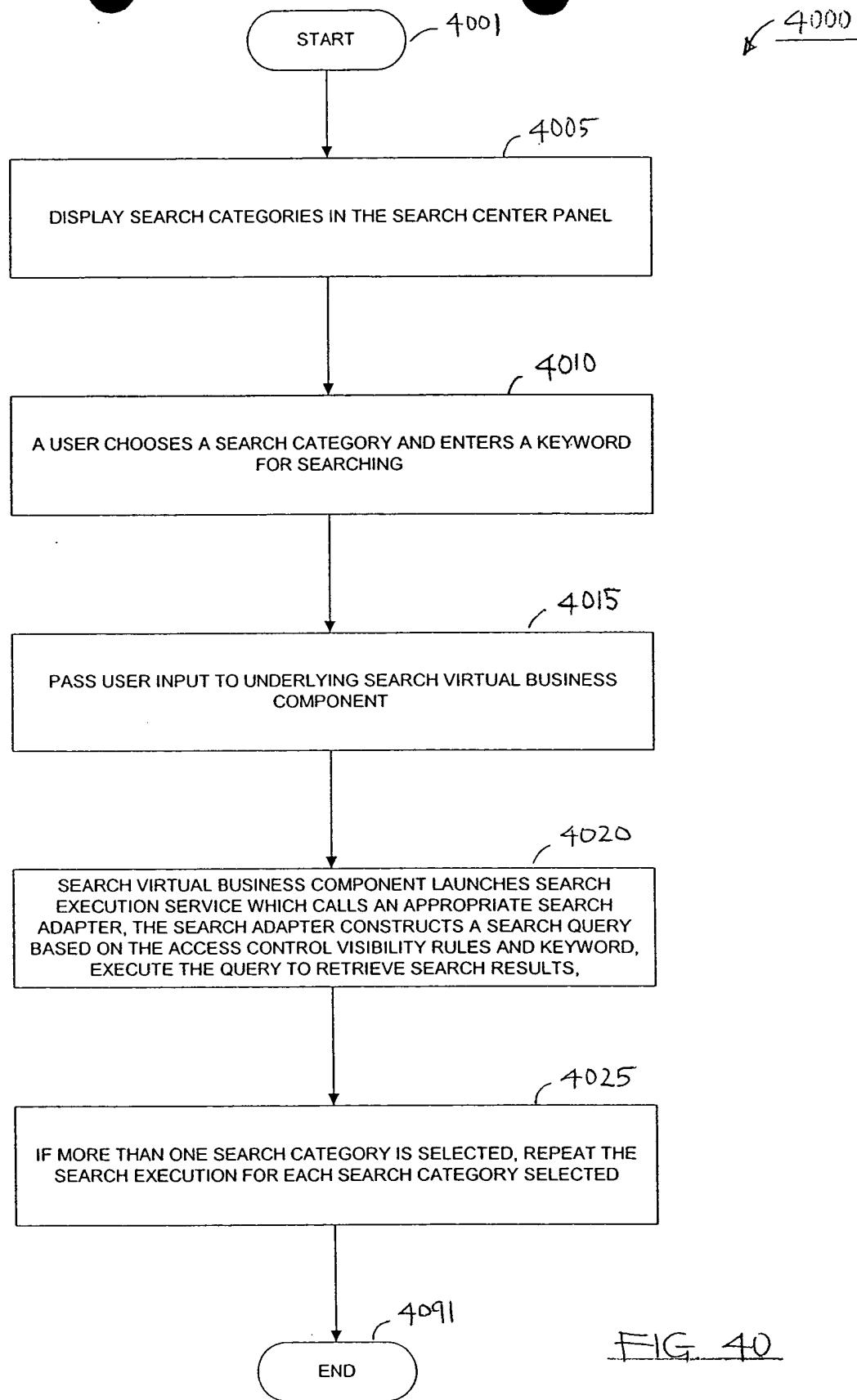


FIG. 40

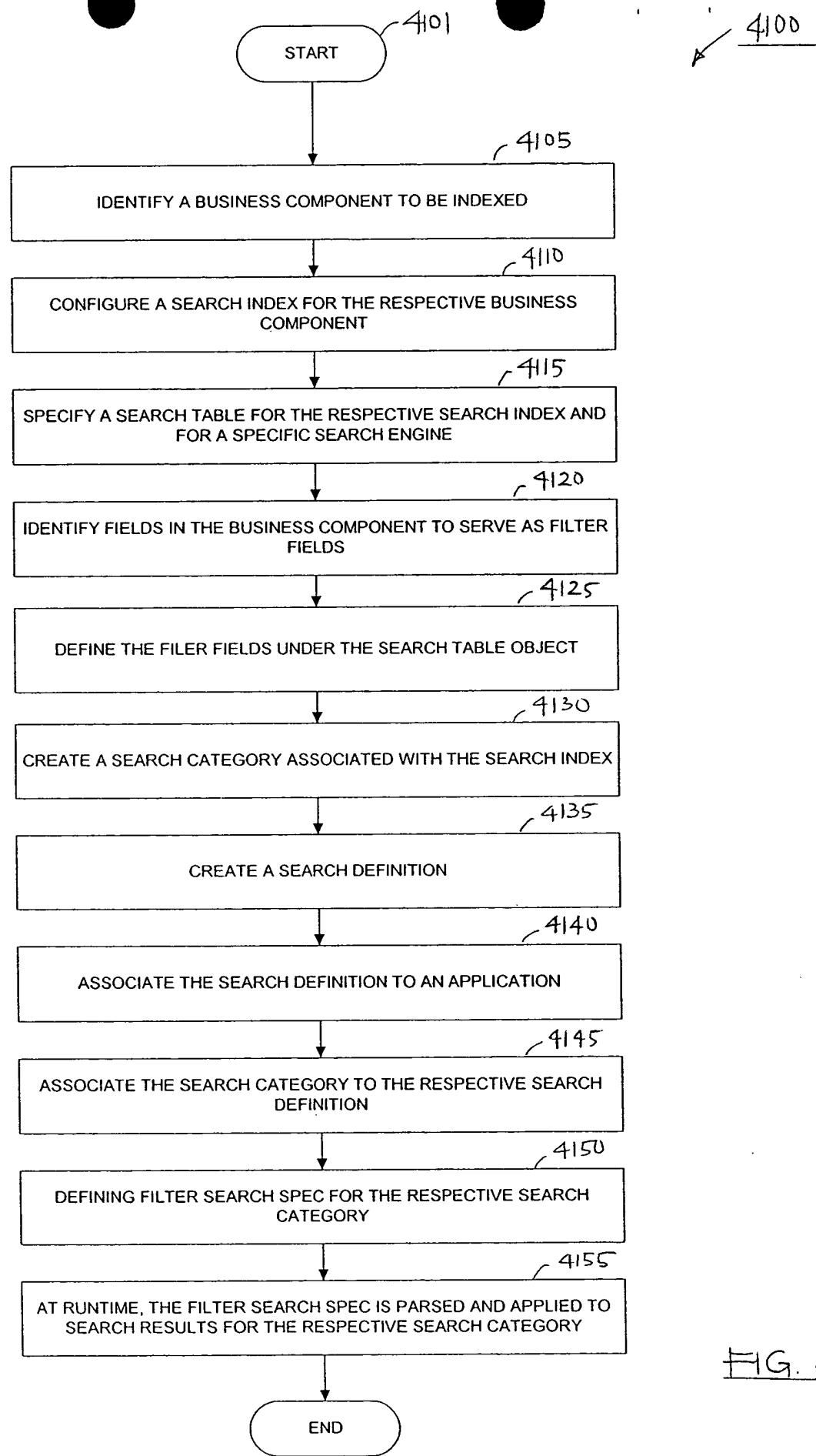


FIG. 41

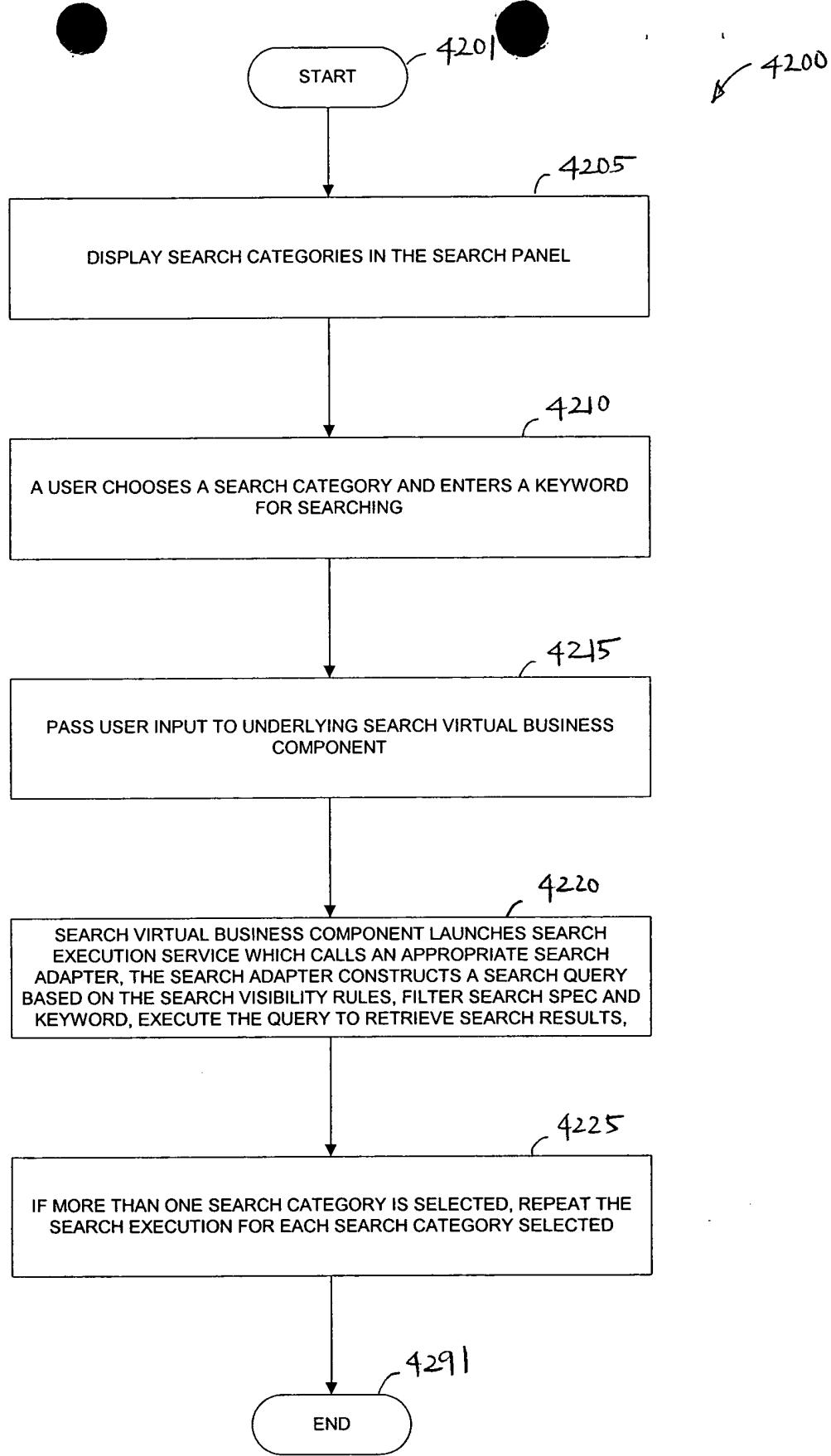


FIG. 42

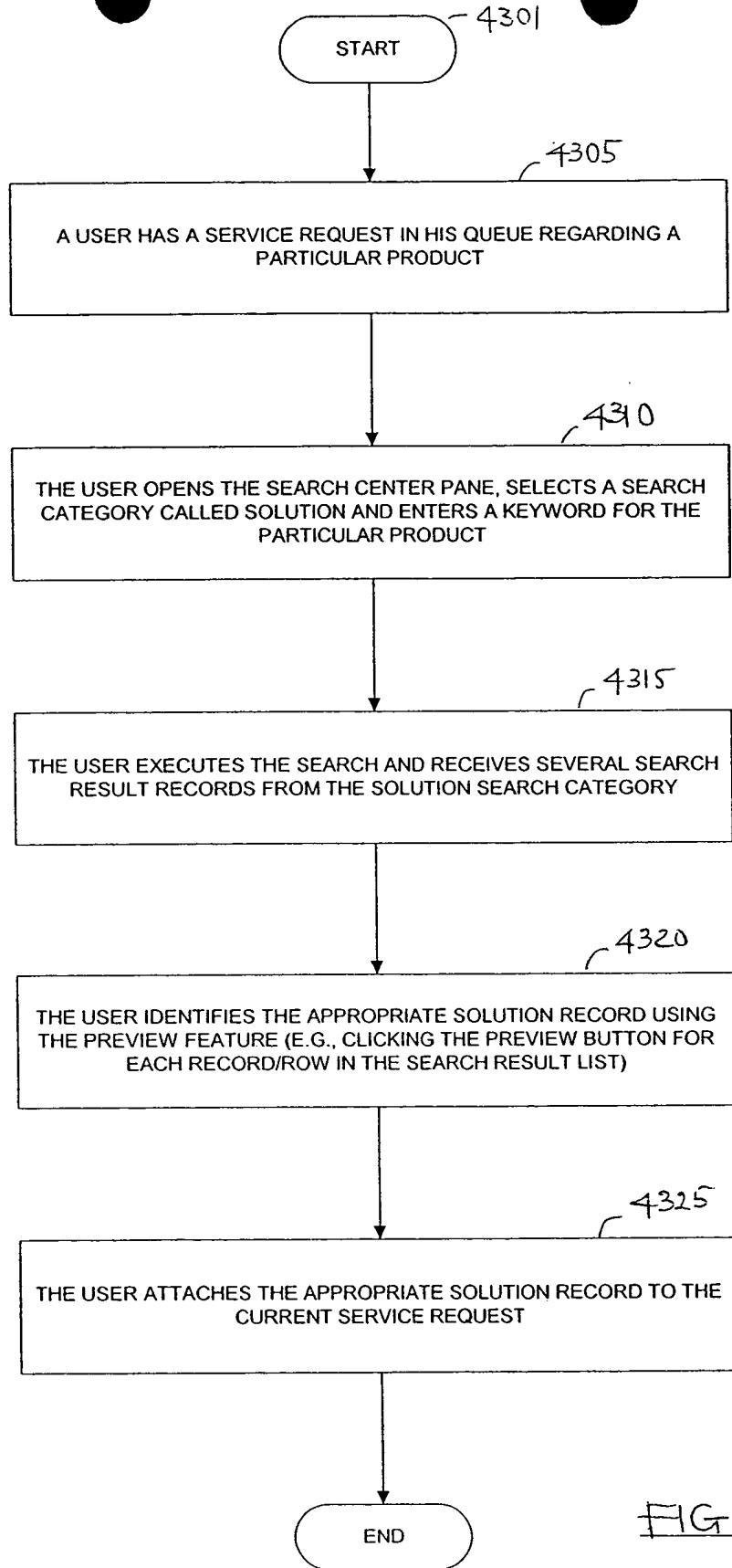


FIG. 43

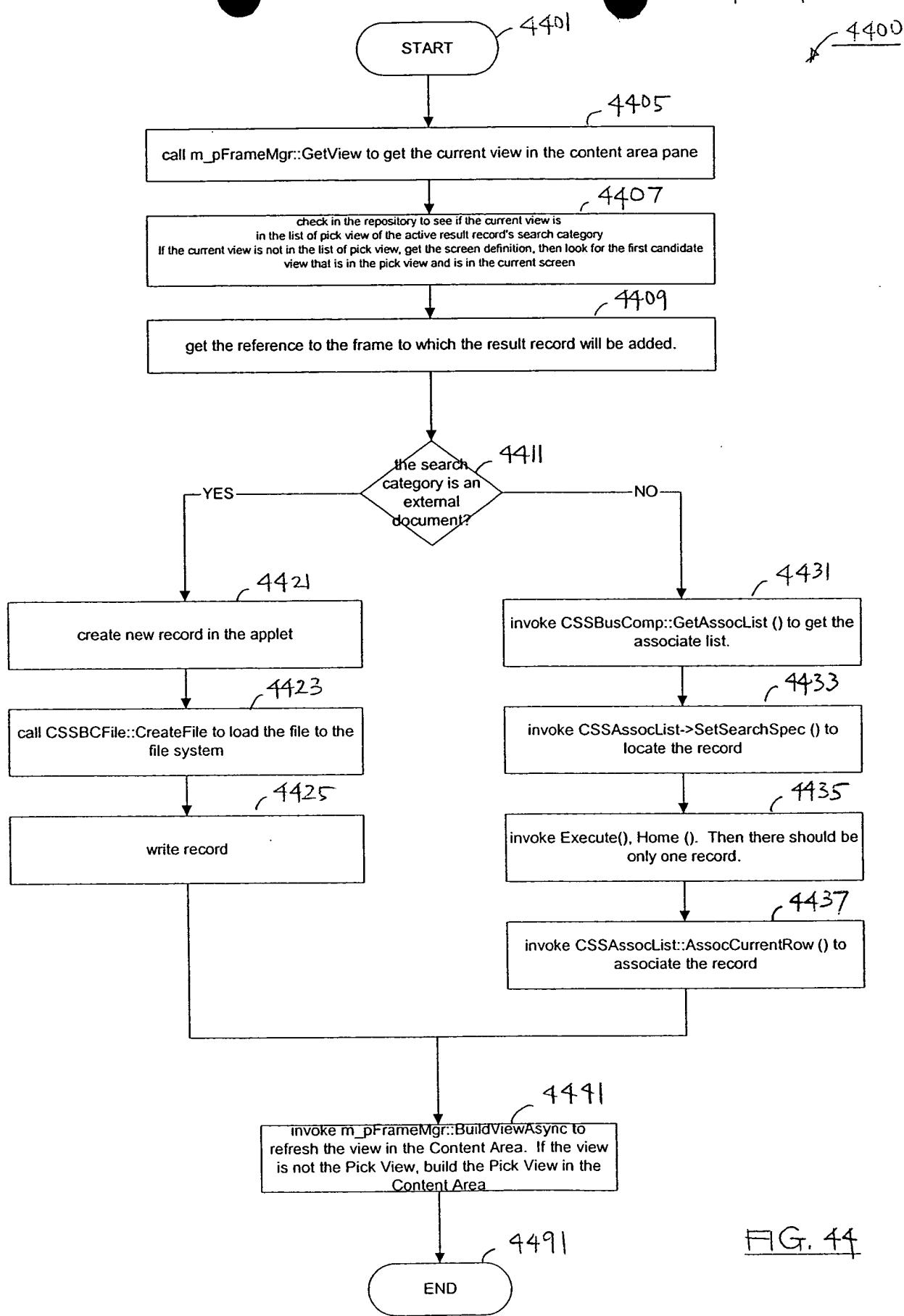


FIG. 44

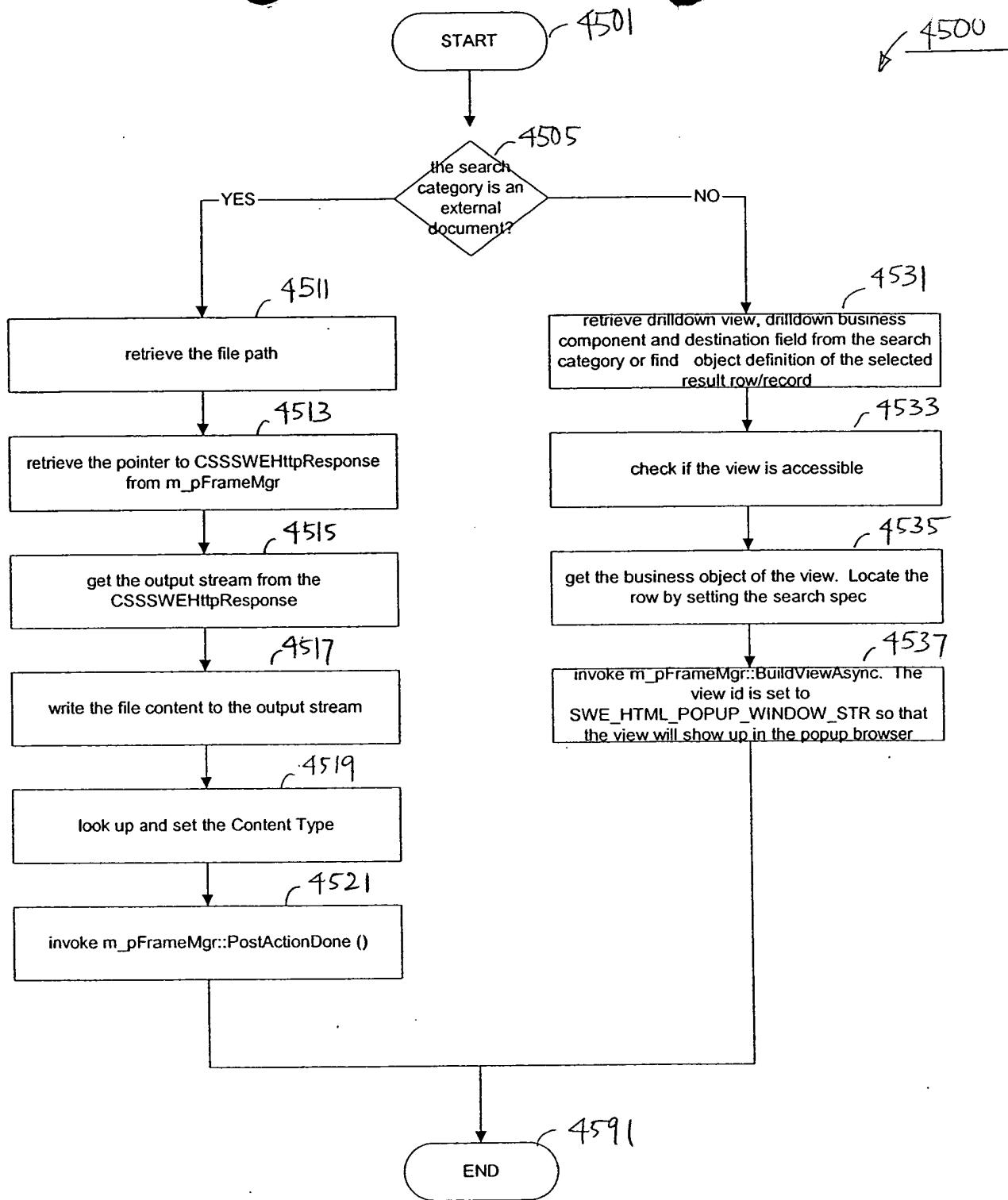


FIG. 45

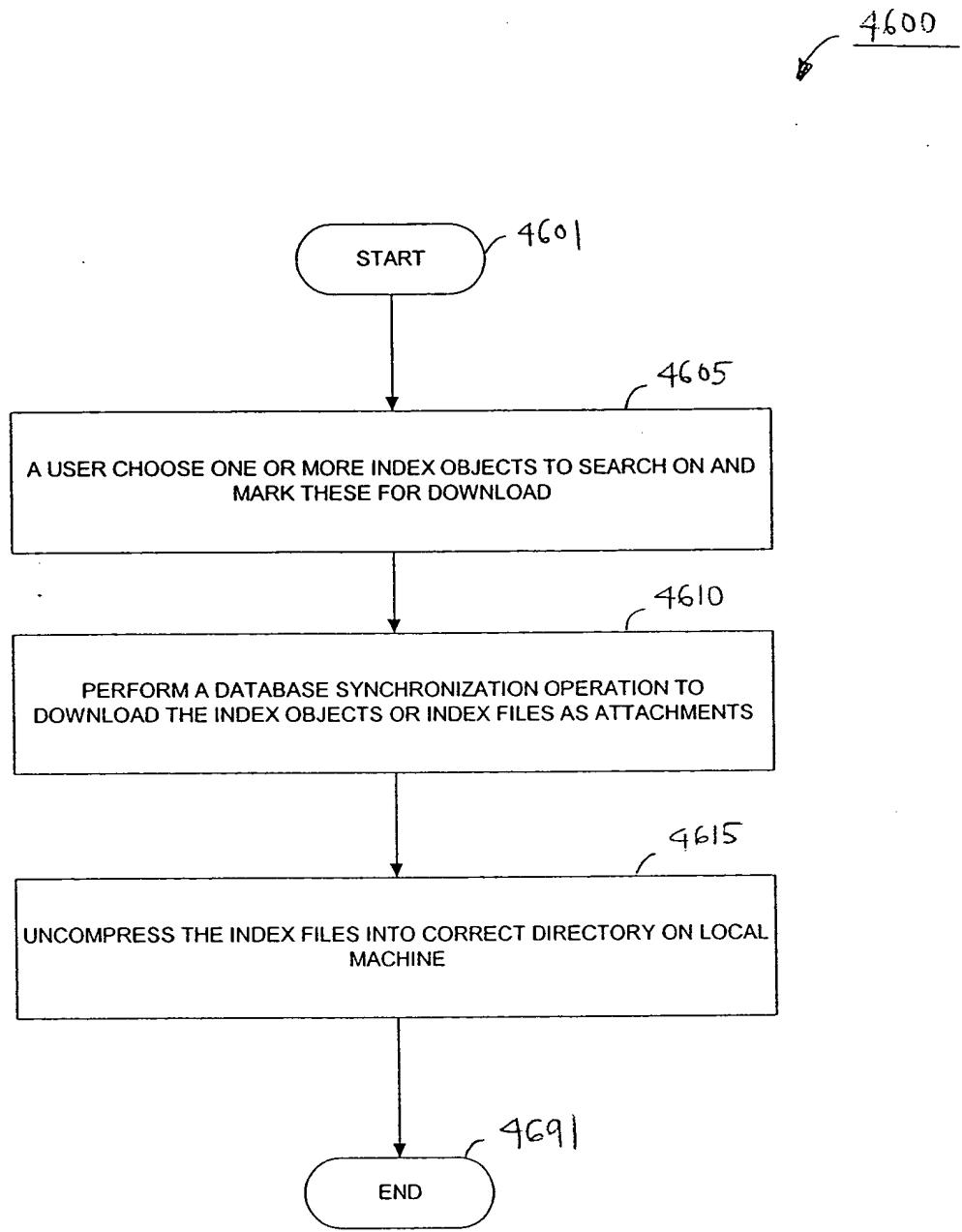


FIG. 46

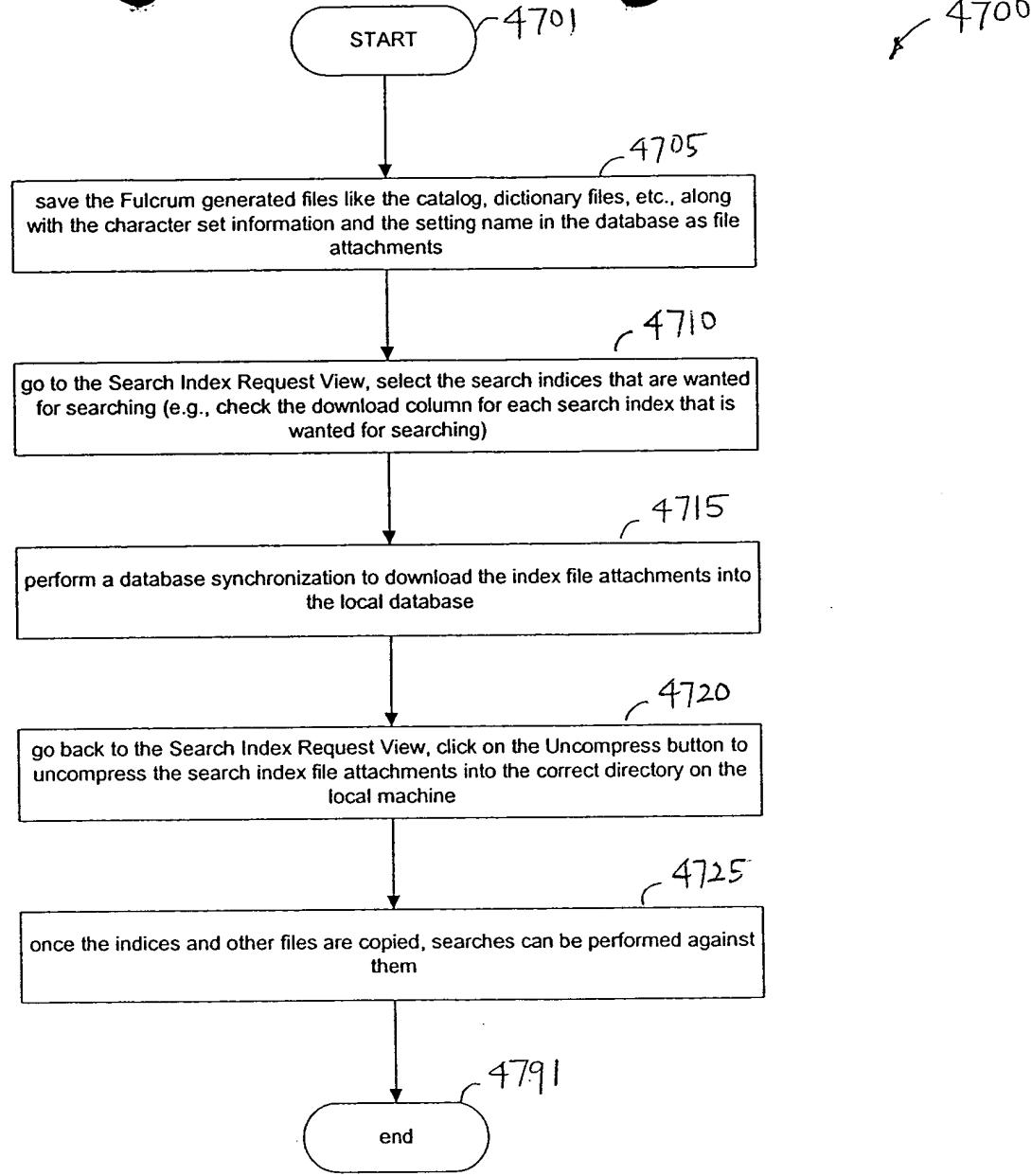


FIG. 47

4800

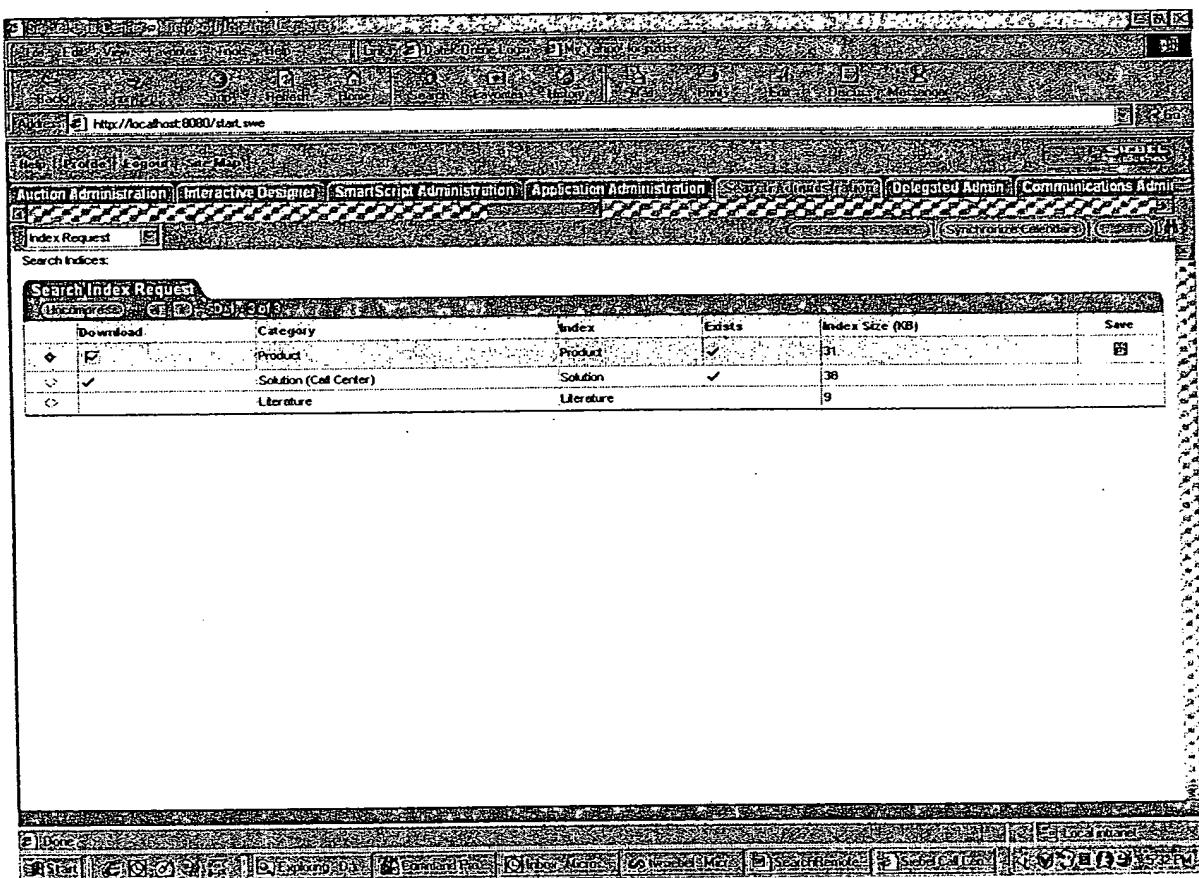


FIG 48

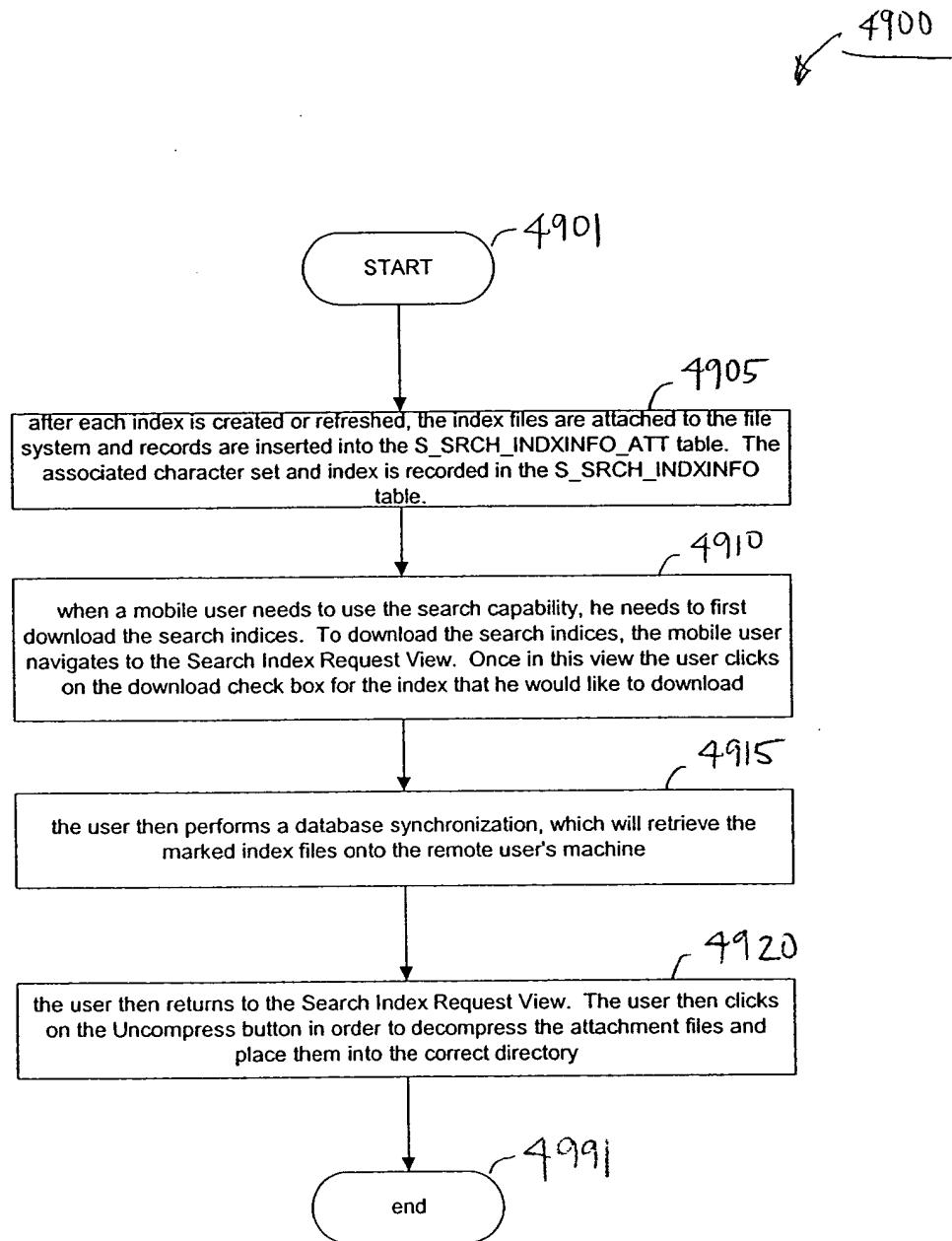


FIG. 49